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National Occupational Analysis

2011 | Hairstylist

Human Resources and Skills Development Canada
Ressources humaines et Développement des compétences Canada
Canada

Occupational Analyses Series

Hairstylist

2011

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FOREWORD

The Canadian Council of Directors of Apprenticeship (CCDA) recognizes this National Occupational Analysis (NOA) as the national standard for the occupation of Hairstylist.

Background

The first National Conference on Apprenticeship in Trades and Industries, held in Ottawa in 1952, recommended that the federal government be requested to cooperate with provincial and territorial apprenticeship committees and officials in preparing analyses of a number of skilled occupations. To this end, Human Resources and Skills Development Canada (HRSDC) sponsors a program, under the guidance of the CCDA, to develop a series of NOAs.

The NOAs have the following objectives:

- to describe and group the tasks performed by skilled workers;
- to identify which tasks are performed in every province and territory;
- to develop instruments for use in the preparation of Interprovincial Red Seal Examinations and curricula for training leading to the certification of skilled workers;
- to facilitate the mobility of apprentices and skilled workers in Canada; and,
- to supply employers, employees, associations, industries, training institutions and governments with analyses of occupations.

ACKNOWLEDGEMENTS

The CCDA and HRSDC wish to express sincere appreciation for the contribution of the many tradespersons, industrial establishments, professional associations, labour organizations, provincial and territorial government departments and agencies, and all others who contributed to this publication.

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Norma Brine	New Brunswick
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This 2011 edition of the NOA was reviewed, updated and validated by industry representatives from across Canada to ensure that it continues to represent the skills and knowledge required in this trade. The coordinating, facilitating and processing of this analysis were undertaken by employees of the NOA development team of the Trades and Apprenticeship Division of HRSDC. The host jurisdiction of Saskatchewan also participated in the development of this NOA.

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LIST OF PUBLISHED NATIONAL OCCUPATIONAL ANALYSES (Red Seal Trades)

TITLE	NOC* Code
Agricultural Equipment Technician (2007)	7312
Appliance Service Technician (2011)	7332
Automotive Painter (2009)	7322
Automotive Service Technician (2011)	7321
Baker (2006)	6252
Boilermaker (2008)	7262
Bricklayer (2011)	7281
Cabinetmaker (2007)	7272
Carpenter (2010)	7271
Concrete Finisher (2006)	7282
Construction Electrician (2011)	7241
Construction Craft Worker (2011)	7611
Cook (2011)	6242
Electrical Rewind Mechanic (1999)	7333
Floorcovering Installer (2005)	7295
Glazier (2008)	7292
Hairstylist (2011)	6271
Heavy Duty Equipment Technician (2009)	7312
Industrial Electrician (2011)	7242
Industrial Mechanic (Millwright) (2009)	7311
Instrumentation and Control Technician (2010)	2243
Insulator (Heat and Frost) (2007)	7293
Ironworker (Generalist) (2010)	7264
Ironworker (Reinforcing) (2010)	7264
Ironworker (Structural/Ornamental) (2010)	7264
Landscape Horticulturist (2010)	2225
Lather (Interior Systems Mechanic) (2007)	7284
Machinist (2010)	7231

* National Occupational Classification

TITLE	NOC* Code
Metal Fabricator (Fitter) (2008)	7263
Mobile Crane Operator (2009)	7371
Motorcycle Mechanic (2006)	7334
Motor Vehicle Body Repairer (Metal and Paint) (2010)	7322
Oil Burner Mechanic (2006)	7331
Painter and Decorator (2007)	7294
Partsperson (2010)	1472
Plumber (2010)	7251
Powerline Technician (2009)	7244
Recreation Vehicle Service Technician (2006)	7383
Refrigeration and Air Conditioning Mechanic (2009)	7313
Rig Technician (2008)	8232
Roofer (2006)	7291
Sheet Metal Worker (2010)	7261
Sprinkler System Installer (2009)	7252
Steamfitter — Pipefitter (2010)	7252
Tilesetter (2010)	7283
Tool and Die Maker (2010)	7232
Transport Trailer Technician (2008)	7321
Truck and Transport Mechanic (2010)	7321
Welder (2009)	7265

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STRUCTURE OF ANALYSIS

To facilitate understanding of the occupation, the work performed by tradespersons is divided into the following categories:

Blocks	largest division within the analysis that is comprised of a distinct set of trade activities
Tasks	distinct actions that describe the activities within a block
Sub-Tasks	distinct actions that describe the activities within a task
Key Competencies	activities that a person should be able to do in order to be called 'competent' in the trade

The analysis also provides the following information:

Trends	changes identified that impact or will impact the trade including work practices, technological advances, and new materials and equipment
Related Items	a list of products, items, materials and other elements relevant to the block
Tools and Equipment	categories of tools and equipment used to perform all tasks in the block; these tools and equipment are listed in Appendix A
Context	information to clarify the intent and meaning of tasks
Required Knowledge	the elements of knowledge that an individual must acquire to adequately perform a task

The appendices located at the end of the analysis are described as follows:

Appendix A — Tools and Equipment	a non-exhaustive list of tools and equipment used in this trade
Appendix B — Glossary	definitions or explanations of selected technical terms used in the analysis
Appendix C — Acronyms	a list of acronyms used in the analysis with their full name
Appendix D — Block and Task Weighting	the block and task percentages submitted by each jurisdiction, and the national averages of these percentages; these national averages determine the number of questions for each block and task in the Interprovincial exam
Appendix E — Pie Chart	a graph which depicts the national percentages of exam questions assigned to blocks
Appendix F — Task Profile Chart	a chart which outlines graphically the blocks, tasks and sub-tasks of this analysis

DEVELOPMENT AND VALIDATION OF ANALYSIS

Development of Analysis

A draft analysis is developed by a committee of industry experts in the field led by a team of facilitators from HRSDC. This draft analysis breaks down all the tasks performed in the occupation and describes the knowledge and abilities required for a tradesperson to demonstrate competence in the trade.

Draft Review

The NOA development team then forwards a copy of the analysis and its translation to provincial and territorial authorities for a review of its content and structure. Their recommendations are assessed and incorporated into the analysis.

Validation and Weighting

The analysis is sent to all provinces and territories for validation and weighting. Participating jurisdictions consult with industry to validate and weight the document, examining the blocks, tasks and sub-tasks of the analysis as follows:

BLOCKS	Each jurisdiction assigns a percentage of questions to each block for an examination that would cover the entire trade.
TASKS	Each jurisdiction assigns a percentage of exam questions to each task within a block.
SUB-TASKS	Each jurisdiction indicates, with a YES or NO, whether or not each sub-task is performed by skilled workers within the occupation in its jurisdiction.

The results of this exercise are submitted to the NOA development team who then analyzes the data and incorporates it into the document. The NOA provides the individual jurisdictional validation results as well as the national averages of all responses. The national averages for block and task weighting guide the Interprovincial Red Seal Examination plan for the trade.

This method for the validation of the NOA also identifies common core sub-tasks across Canada for the occupation. If at least 70% of the responding jurisdictions perform a sub-task, it shall be considered common core. Interprovincial Red Seal Examinations are based on the common core sub-tasks identified through this validation process.

Definitions for Validation and Weighting

YES	sub-task performed by qualified workers in the occupation in a specific jurisdiction
NO	sub-task not performed by qualified workers in the occupation in a specific jurisdiction
NV	analysis Not Validated by a province/territory
ND	trade Not Designated in a province/territory
NOT COMMON CORE (NCC)	sub-task, task or block performed by less than 70% of responding jurisdictions; these will not be tested by the Interprovincial Red Seal Examination for the trade
NATIONAL AVERAGE %	average percentage of questions assigned to each block and task in Interprovincial Red Seal Examination for the trade

Provincial/Territorial Abbreviations

NL	Newfoundland and Labrador
NS	Nova Scotia
PE	Prince Edward Island
NB	New Brunswick
QC	Quebec
ON	Ontario
MB	Manitoba
SK	Saskatchewan
AB	Alberta
BC	British Columbia
NT	Northwest Territories
YT	Yukon Territory
NU	Nunavut

ANALYSIS

SAFETY

Safe working procedures and conditions, accident prevention, and the preservation of health are of primary importance to industry in Canada. These responsibilities are shared and require the joint efforts of government, employers and employees. It is imperative that all parties become aware of circumstances that may lead to injury or harm. Safe learning experiences and work environments can be created by controlling the variables and behaviours that may contribute to accidents or injury.

It is generally recognized that safety-conscious attitudes and work practices contribute to a healthy, safe and accident-free work environment.

It is imperative to apply and be familiar with the Occupational Health and Safety (OH&S) Acts and Workplace Hazardous Materials Information System (WHMIS) Regulations. As well, it is essential to determine workplace hazards and take measures to protect oneself, co-workers, the public and the environment.

Safety education is an integral part of training in all jurisdictions. As safety is an imperative part of all trades, it is assumed and therefore it is not included as a qualifier of any activities. However, the technical safety tasks and sub-tasks specific to the trade are included in this analysis.

SCOPE OF THE HAIRSTYLIST TRADE

"Hairstylist" is this trade's official Red Seal occupational title approved by the CCDA. This analysis covers tasks performed by hairstylists whose occupational title has been identified by some provinces and territories of Canada under the following names:

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
Cosmetologist										✓			
Hairstylist	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓

Hairstylists shampoo, cut, style and chemically treat hair. They may also provide other services such as scalp treatments and hairpiece services. In some jurisdictions, hairstylists may also provide additional services such as basic natural nail services, basic facial care and ear piercing.

To be a successful hairstylist, one must incorporate technical and interpersonal skills. Continuous personal and professional development and client retention are crucial for long-term success. Hairstylists may recommend styles based on trends, clients' physical features and lifestyle. Critical thinking, questioning and listening skills are important to serve their clientele. Depending on the workplace, recommending and selling hair and skin products may be done by the hairstylist.

Hairstylists may work in hair salons, spas, barber shops, schools, hair replacement clinics, health care establishments, hotels, and in the cruise, fashion and entertainment industries. With experience, hairstylists may move into other positions such as salon managers, owners, fashion consultants, educators, platform artists and product sales representatives. Salons may specialize in services to either women or men, or both. Hairstylists may be remunerated through salary, commission, a combination of salary and commission or chair rental agreements. Some hairstylists work out of their residences where by-laws allow.

Hairstylists work with various tools and equipment including brushes, combs, shears, clippers, razors, hair dryers and thermal irons. They own most of their tools and must keep them sanitized, disinfected and maintained.

Some hairstylists specialize in areas such as cutting, hair extensions and chemical services. In addition, diversity across Canada requires specialization in ethnic specific services.

Hairstylists work in clean environments, though the chemicals that they use may irritate their skin and produce strong odours and fumes. Some physical considerations of this trade are long periods of standing, posture fatigue and repetitive motion. This may result in repetitive strain injury, back and foot pain, although ergonomic considerations may reduce these effects.

Key attributes for people entering this trade are: communication skills, personal interaction, coordination and manual dexterity, stamina, colour vision and depth perception. Respect, professionalism, teamwork, tact, discretion and creativity are important personal qualities. To keep current with trends and styles, hairstylists need to update their skills through trade shows and other educational venues. They must also understand and implement personal and public hygiene procedures to maintain workplace health and safety.

This analysis recognizes similarities or overlaps with the work of estheticians.

Continuous learning and upgrading on styles, techniques and products are crucial to this trade for professional success.

OCCUPATIONAL OBSERVATIONS

The hairstyling industry is becoming more diversified with increased education in areas related to the hairstyling trade, but not part of the initial training, such as esthetic services. Many salons are delivering expanded services such as spa treatments, tanning and massage therapy. With clients becoming increasingly aware of their consumer rights, vigilance on the part of the stylist is required. As a result, services have become more labour intensive.

Due to the evolving nature of the industry, business management skills continue to be important for hairstylists. Stylists invest more time and money in their education than ever before.

With the advancement of technologies, improved and more diverse products are available to stylists and clients alike. This increase has enabled salons to realize greater profits from retail diversity.

Increasingly, computer programs are used to track appointments, advertise products and services, store client information and perform financial functions.

The *Privacy Act* is impacting the industry, further protecting the client and hairstylist.

BLOCK A OCCUPATIONAL SKILLS

Trends	Awareness and implementation of standards such as OH&S, WHMIS and the *Privacy Act* is becoming recognised in industry.
Related Items (including, but not limited to)	Disinfecting agents, cleaning agents.
Tools and Equipment	See Appendix A.
Context	Occupational skills are trade-related knowledge and abilities which enables hairstylists to perform basic maintenance, cleaning, disinfecting and client consulting services from a current informed perspective.

Task 1 Uses and maintains tools and equipment.

Required Knowledge

K 1	disposal requirements of products and materials such as razor blades, salon chemicals, colour and disinfectant solutions
K 2	storage requirements for products such as peroxides and colours
K 3	recycling procedures
K 4	types of cutting tools such as shears, clippers and razors
K 5	safe storage techniques
K 6	types of styling tools such as brushes, combs and blow dryers
K 7	colouring tools such as applicator bottles, bowls and colour brushes
K 8	imperial and metric measurement systems
K 9	chemical wave tools such as conventional rods, specialty rods, neck tray and neutralizing bibs
K 10	types of client capes such as cutting capes, styling capes, chemical capes, shampoo capes and smocks
K 11	sanitizing equipment and products
K 12	disinfecting equipment and products
K 13	types of major equipment such as chairs, sinks, hood dryers and cutting stools

K 14	types of office equipment such as computer, printer, cash register and answering machine
K 15	types of tools for additional services
K 16	health and safety

Sub-task

A-1.01 Maintains manual tools.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

A-1.01.01	remove debris for optimal performance
A-1.01.02	recognize when to oil and sharpen tools as required
A-1.01.03	remove debris from styling tools such as combs, brushes, clips and color equipment to prepare for storage
A-1.01.04	replace perm tool components such as elastics
A-1.01.05	maintain perm tools using techniques such as cleaning them after use to eliminate chemicals
A-1.01.06	organize and store manual tools such as combs, shears, chemical wave tools, towels and capes
A-1.01.07	maintain colouring tools by removing product to prevent unintentional mixing of colours
A-1.01.08	inspect other service tools such as ear piercing tools and make-up brushes to ensure optimal performance
A-1.01.09	inspect capes, towels and smocks for stains and wear and replace as required

---

Sub-task

A-1.02 Maintains electric tools.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

A-1.02.01	remove debris and oil tools as required for optimal performance
A-1.02.02	remove debris from filter in blow dryer as required for optimal performance

A-1.02.03	remove product build-up from surface of tools such as curling irons and flat irons
A-1.02.04	organize and store electric tools
A-1.02.05	recognize when tools need to be replaced or repaired

---

Sub-task

A-1.03 Maintains sanitizing and disinfecting equipment.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

A-1.03.01	maintain sanitizing and disinfecting equipment by changing components such as ultraviolet (UV) sanitizer bulbs, vacuum cleaner bags and filters
A-1.03.02	replace disinfecting solution regularly to maintain required disinfecting strength
A-1.03.03	store sanitizing and disinfecting solutions according to local health and safety regulations

---

Sub-task

A-1.04 Uses major equipment.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

A-1.04.01	select major equipment according to task
A-1.04.02	maintain major equipment by removing debris from filters and organizing work stations
A-1.04.03	adjust equipment such as chairs and hood dryers according to client needs
A-1.04.04	identify and arrange for required repairs of major equipment such as hydraulic chairs, hood dryers and sinks

Sub-task

A-1.05 Uses office equipment.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

A-1.05.01	select office equipment for specific task
A-1.05.02	operate office equipment
A-1.05.03	maintain office equipment by replacing components such as paper, ink cartridge and tape

Task 2 Cleans, sanitizes and disinfects.

Required Knowledge

K 1	disinfecting procedures such as immersing tools in disinfectant solution and applying spray disinfectant
K 2	communicable diseases
K 3	cleaning products and their applications
K 4	national, provincial and territorial health and safety regulations
K 5	location of first aid kit, eye wash station and additional safety information
K 6	methods of infection control such as washing hands and cleaning work station
K 7	types of personal protective equipment (PPE) such as gloves and masks
K 8	personal hygiene

Sub-task

A-2.01 **Disinfects tools and equipment.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

A-2.01.01	clean tools and equipment so that disinfecting procedure is effective
A-2.01.02	select method of disinfecting according to applicable regulations, type of contamination and type of tools and equipment
A-2.01.03	disinfect tools and equipment according to manufacturers' directions
A-2.01.04	spray electric tools and equipment with disinfecting spray according to manufacturers' directions

---

Sub-task

A-2.02 **Sanitizes towels, capes and smocks.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

A-2.02.01	operate washing machine according to manufacturers' directions
A-2.02.02	select cleaning product for towels, capes and smocks

---

Sub-task

A-2.03 **Maintains safe and hygienic work environment.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

A-2.03.01	clean work area to ensure infection control
A-2.03.02	comply with applicable OH&S regulations and directions such as WHMIS symbols, Material Safety Data Sheet (MSDS) information and manufacturers' warnings

A-2.03.03	ensure that all areas for clients and employees are safe
A-2.03.04	discard sharps according to health and safety regulations to prevent infection or injury
A-2.03.05	remove hazards such as hair and water from floor to prevent slips and falls
A-2.03.06	use PPE such as gloves and smocks to protect self and client
A-2.03.07	perform basic first aid
A-2.03.08	use safety equipment such as fire extinguishers and first aid kits
A-2.03.09	store materials such as towels, capes and smocks to maintain cleanliness
A-2.03.10	maintain personal hygiene

Task 3 Prepares for client services.

Required Knowledge

K 1	salon manual
K 2	types of salon documents such as client records, appointment book and receipts
K 3	types of services available
K 4	time required for each service
K 5	price of each service
K 6	hair types, textures and density
K 7	clients' allergies and sensitivities
K 8	supplies for specific service
K 9	products for client services

Sub-task

A-3.01 Consults with client.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

A-3.01.01	ask questions to obtain client information
A-3.01.02	listen attentively to determine client needs

A-3.01.03	identify condition of hair and scalp such as previous chemical treatments, products and growth patterns in relation to current and future services
A-3.01.04	identify skin tone, facial shape, hair type and lifestyle of client
A-3.01.05	inform client of time, cost and maintenance required for desired services
A-3.01.06	confirm services to be performed

Sub-task

A-3.02 Plans client services.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

A-3.02.01	assess time required for service
A-3.02.02	manage time effectively
A-3.02.03	organize schedule to coordinate multiple client services
A-3.02.04	select and organize products, supplies, tools and equipment needed for services

---

Sub-task

A-3.03 Drapes client.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

A-3.03.01	select type of cape required for specific service such as styling, cutting and chemical service
A-3.03.02	determine barrier required between skin and cape
A-3.03.03	secure cape around client's neck
A-3.03.04	provide smock to client to protect clothing and skin

Sub-task

A-3.04 Uses documents.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

A-3.04.01	record client information in accordance with the *Privacy Act*
A-3.04.02	interpret salon information such as client scheduling, manufacturers' directions, release forms, progress reports and client records
A-3.04.03	use swatch books and colour charts
A-3.04.04	organize information and documents using document management system
A-3.04.05	read invoice information to verify accuracy

BLOCK B — HAIR AND SCALP CARE

Trends	There is an increased emphasis on retailing products. Hair retention and restorative products have become more effective and services more valued by consumers. The public has become more aware of the chemical ingredients of hair care products.
Related Items (including, but not limited to)	Shampoos, conditioners, treatments.
Tools and Equipment	Sanitizing and safety equipment, client capes, styling tools, major equipment.
Context	Hair and scalp care allows the stylist to perform current and future services and make product recommendations to ensure the maintenance of the client's hair. Hair analysis enables stylists to make informed decisions promoting optimum health and condition of both the hair and scalp.

Task 4 — Analyzes hair and scalp.

Required Knowledge

K 1	hair and scalp disorders and diseases such as head lice and psoriasis
K 2	hair characteristics such as porosity, density, texture and growth patterns
K 3	techniques used to determine elasticity
K 4	techniques used to determine porosity
K 5	types of chemical tests such as patch test and strand test
K 6	structure of hair such as cuticle, cortex and medulla
K 7	structure of sub-scalp such as hair root and gland systems
K 8	previously coloured or chemically treated hair
K 9	hair colour with metallic salt dyes

Sub-task

B-4.01 Analyzes hair and scalp for non-chemical services.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

B-4.01.01	inspect hair visually to identify hair conditions such as dryness, split ends and breakage
B-4.01.02	part hair using hands or comb to visually identify scalp conditions such as psoriasis, alopecia, dandruff and dry or oily scalp
B-4.01.03	part hair using hands or comb to visually identify hair conditions such as chemical damage
B-4.01.04	part hair using hands or comb to visually identify hair and scalp disorders such as head lice

Sub-task

B-4.02 Analyzes hair and scalp for chemical services.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

B-4.02.01	feel hair with hands and fingers to determine density and texture
B-4.02.02	slide fingers against the grain of the cuticle layer to determine porosity
B-4.02.03	stretch single strand of hair to determine amount of elasticity
B-4.02.04	check scalp visually to identify conditions such as abrasions, eczema and psoriasis
B-4.02.05	perform patch test to ensure no allergic reaction will occur
B-4.02.06	perform strand test to select correct product, formula and application method
B-4.02.07	perform testing if metallic salt are suspected

Task 5 Shampoos and conditions hair and scalp.

Required Knowledge

K 1	types of brushes for pre-brushing techniques
K 2	types of brushes for wet hair and dry hair
K 3	distance to hold water nozzle from head
K 4	water temperature
K 5	types of shampoos
K 6	types of conditioners
K 7	types of hair and scalp treatments
K 8	matching products to hair and scalp properties
K 9	pressure required for services such as scalp massage, scalp treatments, shampooing and conditioning

---

Sub-task

B-5.01 Brushes hair.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

B-5.01.01	remove tangles gently starting at hair ends moving toward the scalp
B-5.01.02	move brush in the direction from scalp to ends to loosen debris on hair and scalp, and increase blood circulation

---

Sub-task

B-5.02 Controls flow and temperature of water.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV	NV

Key Competencies

B-5.02.01	test and adjust temperature and pressure of water to ensure client comfort
B-5.02.02	hold spray nozzle to control direction of water

Sub-task

B-5.03 Uses shampoo and conditioner.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

B-5.03.01	select shampoo and conditioner according to client's hair, scalp and service being performed
B-5.03.02	distribute product onto palm and emulsify before applying to scalp and hair
B-5.03.03	apply shampoo to hair, lather and perform manipulations using pads of fingers and pressure to suit service to be performed
B-5.03.04	manipulate hair and product with hands and fingers to ensure complete saturation
B-5.03.05	remove excess water and apply conditioner, working down the hair strand to hydrate, close cuticle and detangle
B-5.03.06	rinse and manipulate hair with hands and water to remove products

Sub-task

B-5.04 Performs scalp treatment.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

B-5.04.01	apply scalp treatments according to manufacturers' directions
B-5.04.02	manipulate and massage scalp by hand or by equipment to increase blood circulation and promote relaxation
B-5.04.03	apply heat if required to open the scalp's pores and hair cuticle, allowing absorption of product
B-5.04.04	rinse and manipulate hair with hands and water to remove products

BLOCK C — CUTTING HAIR

Trends	The fundamental principles of haircutting remain the same using shears, razors and clippers. However, the finishing of haircutting continues to evolve through customizing, personalizing and detailing techniques.
Related Items (including, but not limited to)	Cutting lotions, water.
Tools and Equipment	Cutting tools, sanitizing and safety equipment, client capes, major equipment.
Context	Haircutting involves the removal of unwanted length and bulk of hair from the head and face using various cutting tools. A personalized look is achieved by customizing the haircut.

Task 6 — Cuts hair using cutting tools.

Required Knowledge

K 1	types of elevated cuts
K 2	types of non-elevated cuts
K 3	types of cutting tools such as clippers, razors and trimmers
K 4	conventional shears and specialty shears such as thinning, notching, texturizing, single, multi-notched blades and curved shears
K 5	scalp, facial and nape hair growth patterns
K 6	scalp and facial hair density
K 7	beard, moustache and sideburn styles
K 8	razor angles
K 9	customizing techniques
K 10	skin sensitivity
K 11	skin blemishes and growths
K 12	shaving theory
K 13	facial shapes

K 14	hair texture
K 15	guards and attachments

Sub-task

C-6.01 Cuts hair with elevation.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

C-6.01.01	establish natural fall to forecast end result
C-6.01.02	create sections on the head to ensure even distribution and balance
C-6.01.03	establish guideline to give starting point and line to follow throughout cut
C-6.01.04	follow travelling guideline throughout cut
C-6.01.05	comb sections and sub-sections thoroughly to ensure evenness of cut
C-6.01.06	apply necessary tension throughout cut to achieve desired shape
C-6.01.07	hold hair with fingers or comb at desired angle
C-6.01.08	remove length of hair with cutting tool
C-6.01.09	remove hair using razor in the direction of cuticle
C-6.01.10	maintain control of hair during cut
C-6.01.11	cross-check haircut to ensure evenness and balance
C-6.01.12	maintain moisture content of hair with cutting lotion or water to ensure evenness of cut
C-6.01.13	position body stance according to hair section as it relates to the haircutting technique

---

Sub-task

C-6.02 Cuts hair without elevation.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

C-6.02.01	establish natural fall to forecast end result
C-6.02.02	create sections on the head to ensure even distribution and balance

C-6.02.03	establish a stationary guideline to give starting point and line to follow throughout cut
C-6.02.04	comb hair without elevation to perimeter guideline
C-6.02.05	apply necessary tension throughout cut to achieve desired shape
C-6.02.06	maintain control of hair during cut
C-6.02.07	cross-check haircut to ensure evenness and balance
C-6.02.08	maintain moisture content of hair with cutting lotion or water to ensure evenness of cut

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Sub-task

C-6.03 Customizes haircuts.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

C-6.03.01	determine where excess hair needs to be removed
C-6.03.02	select techniques such as slide cutting, point cutting and texturizing to personalize haircut
C-6.03.03	remove hair using cutting tools such as shears, razors and clippers to reduce weight and bulk, and add volume
C-6.03.04	select sections of hair to determine where lift and movement are required
C-6.03.05	remove hair using techniques such as C-shapes, sliding and carving to give support, shape and detail
C-6.03.06	manipulate hair to determine if more detailing is required

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Sub-task

C-6.04 Cuts hair using clippers.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

C-6.04.01	establish guide to give starting point and line to follow throughout cut
C-6.04.02	hold clippers and comb at desired angle to establish length and to blend haircut

C-6.04.03	eliminate demarcation steps or unwanted lines by coordinating clippers and comb
C-6.04.04	move clipper in the opposite direction of hair growth to control natural growth patterns
C-6.05.05	cross-check haircut to ensure evenness and balance

Task 7 Cuts facial and nape hair.

Required Knowledge

K 1	changeable and disposable blades
K 2	facial hair and nape hair growth patterns
K 3	facial hair density
K 4	beard, moustache and sideburn styles
K 5	eyebrow and ear hair grooming
K 6	shaving theory

Sub-task

C-7.01 Trims facial and nape hair.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

C-7.01.01	select and use cutting tools such as shears, razors or trimmers
C-7.01.02	establish a guide
C-7.01.03	remove unwanted length of facial hair by holding cutting tool at safe angle to achieve desired shape
C-7.01.04	hold cutting tool and comb at desired angle to establish length and to blend
C-7.01.05	eliminate demarcation steps or unwanted lines by coordinating cutting tool and comb
C-7.01.06	move cutting tool in the opposite direction of hair growth to control natural growth patterns
C-7.01.07	cross-check to ensure evenness and balance

Sub-task

C-7.02 Removes facial and nape hair.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	no	yes	yes	yes	yes	yes	NV	NV

Key Competencies

C-7.02.01	apply hot towel to soften facial and nape hair, within jurisdictional requirements
C-7.02.02	apply shaving cream to allow razor to glide on skin, within jurisdictional requirements
C-7.02.03	pull skin taut before using razor to ensure clean shave, within jurisdictional requirements
C-7.02.04	apply pressure on razor at correct angle, within jurisdictional requirements
C-7.02.05	apply after shave/moisturizer to close pores and stop infection, within jurisdictional requirements
C-7.02.06	determine outline and shape according to client preference and natural growth patterns
C-7.02.07	select trimmer to remove facial hair
C-7.02.08	detail facial and nape hair by inverting trimmer or razor around perimeter to create clean and sharp lines, within jurisdictional requirements
C-7.02.09	lay trimmer or razor blade flat while moving against skin to remove unwanted hair, within jurisdictional requirements

BLOCK D — STYLING HAIR

Trends	Styling tools are being improved along with styling products designed for specific uses such as thermal applications.
Related Items (including, but not limited to)	Hair spray, thermal spray, cream, wax, paste, pomade, serum, stick, clay, gel, mousse, lotion.
Tools and Equipment	See Appendix A.
Context	Styling hair includes moving and moulding hair into finished shapes using styling products, tools and equipment.

Task 8 — Prepares and styles wet hair.

Required Knowledge

K 1	blow drying techniques such as brush drying, finger drying, hood drying and diffusing
K 2	style requirements such as direction, volume and texture
K 3	current trends and styles
K 4	roller placement such as on-base, half-off base, off-base, under-directed and over-directed
K 5	braiding techniques and styles
K 6	basic design principles such as shape, form, movement and balance
K 7	fingerwave principles related to current trends and styles
K 8	curl and clip placement such as on-base, half-off base and off-base
K 9	types of pincurls such as flat, volume and indentation
K 10	open and close ends in relation to pincurls and shapings

Sub-task

D-8.01 Uses styling aids for wet hair.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

D-8.01.01	select styling aids based on hair type and desired finish
D-8.01.02	distribute styling aids evenly through hair

Sub-task

D-8.02 Dries hair.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

D-8.02.01	remove excess water using towel or pre-drying techniques to prevent product dilution and to shorten drying time
D-8.02.02	select drying equipment with styling tools such as blow dryers with brushes and hood dryers with rollers according to task
D-8.02.03	hold blow dryer or place hood dryer at safe distance from hair and scalp
D-8.02.04	direct blow dryer nozzle in coordination with tools
D-8.02.05	determine air flow temperature, speed and direction for safety, comfort and desired dryness
D-8.02.06	test hair to verify dryness

Sub-task

D-8.03 **Places hair using freestyle techniques.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

D-8.03.01	manipulate hair using fingers, palms or tools
D-8.03.02	direct hair with hands using product designed for specific texture and natural growth patterns

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Sub-task

D-8.04 **Sets wet hair into style pattern using setting tools.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

D-8.04.01	select tool size and type such as rollers or benders
D-8.04.02	choose set pattern and placement such as on- and off-base
D-8.04.03	comb hair smooth and place on tools using proper tension in direction of chosen set pattern avoiding bent ends
D-8.04.04	secure tools avoiding marks
D-8.04.05	select heat source to dry hair
D-8.04.06	test hair to verify dryness
D-8.04.07	remove tools after hair cools without disturbing base

Sub-task

D-8.05 Styles hair using fingerwaves and sculpting techniques.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	NV	NV

Key Competencies

D-8.05.01	comb hair away from face to identify natural distribution
D-8.05.02	select starting point according to natural growth to establish direction of pattern
D-8.05.03	manipulate hair using fingers and tools to sculpt or mould to create C-shaping
D-8.05.04	use hand and comb dexterity to connect shapings and ridges to maintain uniformity of fingerwaves
D-8.05.05	select pincurl type according to set direction
D-8.05.06	use fingers and comb to integrate hair in a smooth circular pattern to achieve a carved or sculpted pincurl
D-8.05.07	secure pincurls at open end according to set direction without marking the hair
D-8.05.08	remove tools after hair cools without disturbing base
D-8.05.09	braid hair using comb and fingers with controlled tension and clean sections

Task 9 Styles and finishes dry hair.

Required Knowledge

K 1	required temperature settings on tools and equipment
K 2	different techniques related to specific irons
K 3	current trends and styles
K 4	hair preparation
K 5	roller placement such as on-base, half-off base, off-base and over-directed
K 6	heating and cooling procedures
K 7	volume, balance and shape
K 8	braiding techniques and styles
K 9	types of curls such as spiral, figure 8, figure 6 and barrel curl

Sub-task

D-9.01 Uses styling aids for dry hair.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

D-9.01.01	apply styling aid, such as thermal spray, shine drops and serums, as required to complement the finished look
D-9.01.02	apply finishing aids, such as hair spray, shine spray and waxes, as required to complement the finished look
D-9.01.03	distribute styling aids evenly through hair as required

---

Sub-task

D-9.02 Thermal-styles hair using tools and equipment.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

D-9.02.01	select heat source, such as a thermal tools, hood dryer and hot rollers, to achieve the desired finish effect
D-9.02.02	select a styling tool such as rollers, benders, curling iron and flat iron
D-9.02.03	determine placement such as on-base, off-base and over-directed
D-9.02.04	determine heat setting of equipment according to hair texture and condition to protect the integrity of the hair
D-9.02.05	protect scalp with comb when using thermal tools
D-9.02.06	comb section smooth before applying the tool to reshape hair
D-9.02.07	use desired pressure and tension for the tool selected
D-9.02.08	avoid marks on hair when using styling tools
D-9.02.09	direct hair through or on tool to create desired effect and smooth ends
D-9.02.10	remove tools after hair cools without disturbing base

Sub-task

D-9.03 Styles up-dos.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

D-9.03.01	plan and prepare hair for up-do using controlled, balanced and clean sections
D-9.03.02	create foundation and support by backcombing and smoothing, using styling aids as required
D-9.03.03	distribute hair in direction of design to build focal point
D-9.03.04	insert pins discretely and securely to hold up-do
D-9.03.05	braid hair using comb and fingers with controlled tension and clean sections

---

Sub-task

D-9.04 Creates hair style with hair additions.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

D-9.04.01	select and plan style using hair addition to build the focal point
D-9.04.02	prepare hair for style using controlled, balanced and clean sections
D-9.04.03	create foundation and support, distributing hair in direction of design
D-9.04.04	secure hair addition discretely

Sub-task

D-9.05 Combs out hair.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

D-9.05.01	loosen curls and waves with hand or tools to break up set pattern
D-9.05.02	create foundation and support by backcombing or back brushing and smoothing, using styling aids as required
D-9.05.03	use tools and product to obtain a finished look

BLOCK E CHEMICALLY WAVING AND RELAXING HAIR

Trends	The demand for diverse tools, unconventional wrap patterns and technologically advanced products continues to increase. With the ongoing need for ethnic-appropriate relaxing and soft curl systems, industry requires better awareness of these hair products and trends.
Related Items (including, but not limited to)	Water, chemical solutions, pre-wraps, neutralizers, relaxing and perm solutions, protective cream.
Tools and Equipment	See Appendix A.
Context	Chemical waving and relaxing hair contributes to the modification of hair texture and formation.

Task 10 Chemically waves hair.

Required Knowledge

K 1	types of wraps such as single halo and specialty wraps
K 2	variable tension according to manufacturers' directions
K 3	end paper techniques
K 4	chemical properties of waving solutions and neutralizers
K 5	pH scale
K 6	water temperature and pressure required to remove products
K 7	blotting techniques
K 8	air oxidizing process
K 9	fastening and stabilizing tools and accessories
K 10	tool removal

Sub-task

E-10.01 Wraps hair.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

E-10.01.01	section hair in relation to head form and hair type using clean partings to ensure balanced perm wrap
E-10.01.02	select tool according to size of sub-section, length of hair and desired curls
E-10.01.03	limit size of sub-section in relation to selected tool to prevent dragging and bunching
E-10.01.04	comb sub-sectioned hair smooth for placement within end papers to eliminate crossed, bunched, slanted or bent ends
E-10.01.05	place end papered hair smoothly around tool to ensure smooth ends
E-10.01.06	wind hair on tool obtaining correct distribution and tension
E-10.01.07	place tool in relation to sub-section to achieve desired placement such as on- or off-base
E-10.01.08	keep tool in place when securing
E-10.01.09	insert stabilizers such as picks as required, to prevent band marking and breakage
E-10.01.10	apply protective cream and secure cotton at hairline to complete wrap and ensure client safety
E-10.01.11	select sections, fasteners and techniques for unconventional tools

Sub-task

E-10.02 Processes hair with waving and neutralizing solutions.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

E-10.02.01	apply solution to wrapped hair according to manufacturers' directions to ensure even saturation
E-10.02.02	establish processing time according to both manufacturers' directions and individual hair analysis
E-10.02.03	apply heat as required according to manufacturers' directions

E-10.02.04	perform test curls in various areas according to manufacturers' directions to determine curl formation
E-10.02.05	apply neutralizer to processed hair according to manufacturers' directions to re-form bonds and stabilize the hair

---

Sub-task

E-10.03 Removes solutions and excess moisture.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

E-10.03.01	set water temperature and pressure according to manufacturers' directions and individual hair analysis to prevent damage to the hair
E-10.03.02	establish rinsing time according to both manufacturers' directions and individual hair analysis to ensure complete chemical removal
E-10.03.03	spray hard-to-reach areas with water to make sure all hair is thoroughly rinsed
E-10.03.04	verify solution removal by scent and feel to ensure completion of rinsing
E-10.03.05	apply gentle pressure using absorbent materials to remove excess moisture from hair
E-10.03.06	allow time for air oxidizing according to manufacturers' directions
E-10.03.07	check hair for moisture content by touch and sight to ensure it is ready for neutralizing

---

Sub-task

E-10.04 Removes tools.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

E-10.04.01	take out stabilizers to access tools
E-10.04.02	release individual fastener to unwind tool
E-10.04.03	unwind tools and remove end papers gently to avoid damaging hair
E-10.04.04	remove cotton and barrier cream from hairline

Task 11 Chemically relaxes hair.

Required Knowledge

K 1	chemical properties of relaxers
K 2	pH scale
K 3	water temperature and pressure required to remove products
K 4	required application techniques
K 5	ethnic hair processes such as soft curls
K 6	various protective creams
K 7	soft curl tools

Sub-task

E-11.01 Processes hair with relaxer.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

E-11.01.01	apply protective cream to ensure client safety
E-11.01.02	apply relaxer carefully and in a timely manner avoiding contact with scalp
E-11.01.03	select and use tools for special processes such as soft curls
E-11.01.04	apply relaxer to hair to ensure even distribution according to manufacturers' directions
E-11.01.05	smooth relaxer through hair with adequate tension according to manufacturers' directions and individual hair analysis
E-11.01.06	apply heat as required according to manufacturers' directions
E-11.01.07	perform specialty processes, such as soft curls, with relaxing products and tools according to manufacturers' directions
E-11.01.08	establish relaxing procedure and processing time according to both manufacturers' directions and individual hair analysis
E-11.01.09	perform tests such as strand test or test curl on various areas of the head to determine stage of process

Sub-task

E-11.02 Rinses relaxer product from hair.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

E-11.02.01	set water temperature and pressure according to manufacturers' directions to completely rinse relaxing products
E-11.02.02	check hair to ensure complete removal of relaxing products
E-11.02.03	remove excess moisture gently from hair using absorbent material to allow for optimal neutralizing

Sub-task

E-11.03 Neutralizes hair.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

E-11.03.01	apply neutralizer or specialty products to processed hair according to manufacturers' directions to re-form bonds and stabilize hair
E-11.03.02	establish neutralizing time according to both manufacturers' directions and individual hair analysis
E-11.03.03	rinse hair to remove neutralizing product, verifying by means such as scent, visual inspection and feel
E-11.03.04	remove specialty tools, such as soft curl tools, from hair when neutralizing for specialty processes according manufacturers' directions
E-11.03.05	verify hair condition and apply conditioning product as required

BLOCK F COLOURING HAIR

Trends	The demand for hair colour services has increased due to changing client demographics and fashion trends. New products are continuously being developed to accommodate time conscious consumers. Products are becoming environmentally sensitive. There is an increase in complex colour applications.
Related Items (including, but not limited to)	Water, colour chart, developer, colour, stain remover, fillers, bleach, toners, colour remover, protective cream.
Tools and Equipment	See appendix A.
Context	A hairstylist alters clients' existing hair colour by adding, removing or replacing colour to enhance the hair cut and style, personal image and overall look.

Task 12 Colours hair.

Required Knowledge

K 1	colour theory
K 2	categories of colour products
K 3	pigment interaction with colour or bleach
K 4	processing times
K 5	application techniques
K 6	compatibility of products on previously coloured hair
K 7	special application techniques such as weaves, slices, zoning and freehand
K 8	current trends and styles
K 9	tools such as swatches, brushes and non metallic bowls

Sub-task

F-12.01 Colours virgin hair.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

F-12.01.01	select colour formula and product by determining natural level of hair, underlying and predominant pigment, percentage of grey and desired results
F-12.01.02	select colouring product such as semi, demi and permanent
F-12.01.03	select application techniques for lightening and darkening natural hair colour such as highlights and full head
F-12.01.04	select tools for application techniques
F-12.01.05	apply product according to manufacturers' directions
F-12.01.06	keep product active using methods such as covering with a plastic cap and adding additional product
F-12.01.07	monitor and establish time for colouring process according to manufacturers' directions and strand test results to ensure complete deposit
F-12.01.08	remove product to stop processing action according to manufacturers' directions

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Sub-task

F-12.02 Colours regrowth.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

F-12.02.01	select colour formula and product by determining natural level of hair, underlying and predominant pigment, percentage of grey and desired results
F-12.02.02	select application tools and techniques
F-12.02.03	apply product to regrowth area to ensure even distribution
F-12.02.04	perform strand test to ensure complete deposit and to determine the need to refresh ends
F-12.02.05	establish processing time according to manufacturers' directions and strand test results to ensure complete deposit

F-12.02.06 remove product to stop processing action according to manufacturers' directions

F-12.02.07 prevent overlap of product

Sub-task

F-12.03 Colours hair using special effects.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

F-12.03.01 select colour formula and product by determining natural level of hair, underlying and predominant pigment, percentage of grey and desired results

F-12.03.02 select colouring technique such as freehand, slicing, weaving and zoning

F-12.03.03 apply product to ensure even distribution using tools such as comb, brush and foils

F-12.03.04 monitor development and processing time according to desired results, strand test and manufacturers' directions

F-12.03.05 remove product in correct order to prevent bleeding of colours and to stop processing action

---

Sub-task

F-12.04 Modifies existing colour.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

F-12.04.01 select colouring product, such as temporary, semi, and demi, to modify colour

F-12.04.02 select colour formula and product by determining natural level of hair, underlying and predominant pigment, percentage of grey and desired results

F-12.04.03 select tools and application techniques such as foils, cap and full head

F-12.04.04 determine starting point according to existing colour, desired results and client consultation

F-12.04.05 apply product to ensure even distribution

F-12.04.06	monitor development and processing time according to desired results, strand test and manufacturers' directions
F-12.04.07	remove product to stop processing action according to manufacturers' directions

---

Sub-task

F-12.05 Colours grey hair.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

F-12.05.01	select colour formula and product by determining natural level of hair, underlying and predominant pigment, percentage of grey and desired results
F-12.05.02	select tools and application techniques
F-12.05.03	determine starting point according to percentage of grey and desired results
F-12.05.04	apply product to ensure even distribution
F-12.05.05	monitor development and processing time according to desired results, strand test and manufacturers' directions
F-12.05.06	remove product to stop processing action according to manufacturers' directions

---

Task 13 Bleaches hair.

Required Knowledge

K 1	underlying pigments and tones
K 2	colour wheel theory
K 3	chemical service history
K 4	hair structure, strength, elasticity and porosity
K 5	developing time
K 6	application techniques
K 7	compatibility of products on previously coloured hair
K 8	special application techniques such as weaves, slices, zoning and freehand
K 9	current trends and styles
K 10	stages of decolourization

Sub-task

F-13.01 Bleaches virgin hair.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

F-13.01.01	select colour formula and product by determining natural level of hair, underlying and predominant pigment, percentage of grey and desired results
F-13.01.02	select tools according to formula
F-13.01.03	apply product to ensure even distribution
F-13.01.04	follow order of application for lightening virgin hair to ensure even de-colourization
F-13.01.05	keep product active using methods such as covering with a plastic cap or adding additional product
F-13.01.06	monitor and establish time for de-colourizing process according to manufacturers' directions and strand test results until desired level is reached
F-13.01.07	remove product to stop processing action according to manufacturers' directions

Sub-task

F-13.02 Bleaches regrowth.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

F-13.02.01	determine natural level and level of previously lightened hair
F-13.02.02	select colour formula and product by determining natural level of hair, underlying and predominant pigment, percentage of grey and desired results
F-13.02.03	select application tools and techniques
F-13.02.04	apply product to avoid overlapping and ensure even distribution
F-13.02.05	monitor lightening process visually and by using a strand test to determine amount of de-colourization
F-13.02.06	remove product to stop processing action according to manufacturers' directions

Sub-task

F-13.03 Bleaches hair using special effects.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

F-13.03.01	select colour formula and product by determining natural level of hair, underlying and predominant pigment, percentage of grey and desired results
F-13.03.02	select technique such as freehand, slicing, weaving and zoning
F-13.03.03	place product on hair using tools such as comb, brush and foils
F-13.03.04	monitor development and processing time according to desired results, underlying pigment, strand test and manufacturers' directions
F-13.03.05	remove product to stop processing action according to manufacturers' directions

Sub-task

F-13.04 Tones pre-lightened hair.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

F-13.04.01	determine degree of predominant tone to be neutralized or enhanced
F-13.04.02	select colour formula and product by determining natural level of hair, underlying and predominant pigment, percentage of grey and desired results
F-13.04.03	select tools and apply product where tone needs to be neutralized or enhanced
F-13.04.04	monitor deposit process visually and with strand test to ensure even colour development and neutralization or enhancement according to manufacturers' directions
F-13.04.05	remove product when desired tone and level are achieved to stop processing action according to manufacturers' directions

Task 14 Performs colour correction.

Required Knowledge

K 1	chemical service history
K 2	compatibility of products
K 3	colour theory
K 4	hair structure, strength, elasticity and porosity
K 5	filling process requirements

Sub-task

F-14.01 Determines process.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

F-14.01.01	test hair for elasticity, porosity and integrity
F-14.01.02	select product and perform strand test
F-14.01.03	determine formula and processing time needed according to strand test and existing state of the hair
F-14.01.04	calculate formula for filling hair according to requirements
F-14.01.05	select sequence of product application according to consultation

---

Sub-task

F-14.02 Removes unwanted colour.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

F-14.02.01	follow pre-determined application technique
F-14.02.02	monitor process visually to ensure development of colour and to detect adverse chemical reactions

F-14.02.03	perform strand test during processing to determine when product has reached desired result
F-14.02.04	remove product to stop processing action according to manufacturers' directions

BLOCK G — SPECIALIZED SERVICES

Trends	Customers are becoming more aware of the advantages of extensions, hairpieces and wigs because of marketing, advertising and the continuous demand for style change. Fastening systems and quality of products have improved, making it easier for application and maintenance.
Related Items (including, but not limited to)	Shampoos, conditioners, styling aids, bonding and attaching systems, make-up, facial, manicure and hair removal products, piercing studs, water.
Tools and Equipment	See Appendix A.
Context	For the benefit of clients, hairstylists may offer extra in-salon services such as hair extensions, nail services, facial hair removal, make-up and ear piercing.

Task 15 — Performs related operations for wigs and hairpieces.

Required Knowledge

K 1	types of wigs and hairpieces such as machined and handmade
K 2	natural and synthetic hair
K 3	relevant head measurements such as hairline-to-nape, ear-to-ear and temple-to-temple
K 4	imperial and metric measurement systems
K 5	fastening tools and accessories such as tape, clips, adhesives and bobby pins
K 6	hair preparation
K 7	maintenance and cleaning techniques
K 8	manufacturers' directions

Sub-task

G-15.01 Selects wigs and hairpieces.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	no	yes	yes	yes	no	NV	NV

Key Competencies

G-15.01.01	determine product according to reasons such as the amount of hair present and client preference
G-15.01.02	match hairpiece visually to existing hair to blend density and colour
G-15.01.03	match wig visually to complement skin tone
G-15.01.04	determine fastening method according to hairpiece and amount of natural hair present

Sub-task

G-15.02 Fits wigs and hairpieces.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	no	yes	yes	yes	no	NV	NV

Key Competencies

G-15.02.01	measure head to ensure fit and comfort
G-15.02.02	apply fasteners to secure wig or hairpiece
G-15.02.03	adjust wig or hairpiece for placement

Sub-task

G-15.03 Styles wigs and hairpieces.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	no	yes	yes	yes	no	NV	NV

Key Competencies

G-15.03.01	cut or thin wigs and hairpieces to desired length, thickness and style
G-15.03.02	blend hairpieces into natural hair using styling or cutting tools

G-15.03.03	colour wigs and hairpieces on head form
G-15.03.04	create finished look using styling tools according to fibre type such as synthetic and natural

Task 16 Performs services for hair extensions.

Required Knowledge

K 1	types of extensions such as straight and curly
K 2	natural and synthetic hair
K 3	application systems such as sewing, weaving, bonding, fusion and clipping
K 4	maintenance materials, products and tools
K 5	manufacturers' directions

Sub-task

G-16.01 Selects extensions.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	no	yes	yes	yes	no	NV	NV

Key Competencies

G-16.01.01	select application technique such as bonding, clipping and sewing to achieve comfort, ease of use and desired degree of maintenance
G-16.01.02	match or coordinate colour and texture visually

Sub-task

G-16.02 Adds extensions.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	no	yes	yes	yes	no	NV	NV

Key Competencies

G-16.02.01	attach extensions according to manufacturers' directions
G-16.02.02	attach extensions to blend with existing hair
G-16.02.03	cut and shape extensions using cutting tools to flow with natural hair and desired style

---

Sub-task

G-16.03 Maintains extensions.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	no	yes	yes	yes	no	NV	NV

Key Competencies

G-16.03.01	reposition and rebond extensions according to hair growth
G-16.03.02	clean extensions according to manufacturers' directions

---

Sub-task

G-16.04 Removes extensions.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	no	yes	yes	yes	no	NV	NV

Key Competencies

G-16.04.01	select removal method according to type of extensions and manufacturers' directions
G-16.04.02	complete removal method without damaging natural hair and scalp

Task 17 Performs basic additional services. (NOT COMMON CORE)

Required Knowledge

K 1	basic nail shapes
K 2	manicuring products such as base coat, top coat and strengthener
K 3	basic anatomy of hands and face
K 4	nail disorders and diseases
K 5	skin types, disorders and diseases
K 6	facial cleansing, moisturizing and toning products
K 7	skin tone
K 8	make-up techniques
K 9	warm and cool colours
K 10	piercing systems
K 11	cleansing and sanitizing products
K 12	eyebrow shape and growth pattern
K 13	zones for facial waxing such as brow, upper lip and chin
K 14	waxing products such as cleansers, waxes and antiseptics
K 15	types of tweezers such as needle nose, slant and flat
K 16	PPE and hygiene
K 17	universal precautions

Sub-task

G-17.01 Performs basic natural nail services. (NOT COMMON CORE)

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	no	yes	no	no	no	no	no	no	no	yes	NV	NV

Key Competencies

G-17.01.01	disinfect hands
G-17.01.02	prepare nails by cleansing and removing polish
G-17.01.03	shape and trim nails
G-17.01.04	immerse hand in hand bath to soften nails and cuticles
G-17.01.05	push back and remove excess cuticles
G-17.01.06	dry hands and nails, clean under free edge and perform hand massage
G-17.01.07	polish nails as desired

Sub-task

G-17.02 Performs basic facial services. (NOT COMMON CORE)

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	no	yes	no	no	no	no	no	no	no	yes	NV	NV

Key Competencies

G-17.02.01	cleanse skin in preparation for make-up
G-17.02.02	analyse skin tone and face shape to determine products required
G-17.02.03	remove unwanted facial hair by using techniques such as sugaring, tweezing, threading and waxing
G-17.02.04	apply toner, moisturizer and make-up

Sub-task

G-17.03 Performs ear piercing. (NOT COMMON CORE)

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
no	no	yes	no	no	no	no	no	no	no	yes	NV	NV

Key Competencies

G-17.03.01	cleanse and inspect ear lobe
G-17.03.02	mark intended spot on ear lobe
G-17.03.03	use ear piercing tool

BLOCK H SALES AND MARKETING

Trends	Computer software and point-of-sale equipment continue to evolve. Clients are better informed by advertising and Internet. This encourages salon professionals to be more educated on sales, marketing and trends to be on the cutting edge. Ongoing personal and professional development, such as goal setting and tracking client retention are crucial for long-term success.
Related Items (including, but not limited to)	Business cards, posters, flyers, brochures, gift certificates, retail products, equipment.
Tools and Equipment	Office equipment.
Context	Sales and marketing includes the knowledge and skills to attract and maintain clients and increase income.

Task 18 Performs client and salon responsibilities.

Required Knowledge

K 1	telephone etiquette
K 2	scheduling of appointments
K 3	professional etiquette
K 4	salon policies and procedures
K 5	basic math such as percentage and fractions
K 6	revenue transactions

Sub-task

H-18.01 Performs telephone duties.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

H-18.01.01	answer phone with a positive, clear and effective voice projection in a professional manner
H-18.01.02	determine nature of call
H-18.01.03	address client's need according to salon policies
H-18.01.04	relay messages to ensure client satisfaction

Sub-task

H-18.02 Schedules appointments.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

H-18.02.01	collect information on services to allow for proper booking
H-18.02.02	estimate time required for service
H-18.02.03	provide general information, such as salon services offered, prices and length of appointment
H-18.02.04	record client's information clearly in appointment booking system

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Sub-task

H-18.03 Completes financial transactions.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

H-18.03.01	tabulate daily transactions accurately
H-18.03.02	perform calculations such as commissions, taxes and discounts

H-18.03.03	operate point-of-sale equipment such as cash register, debit machine and computer
H-18.03.04	handle money exchanged during transaction

Sub-task

H-18.04 Interacts with clients.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

H-18.04.01	greet client positively
H-18.04.02	demonstrate effective interpersonal skills
H-18.05.03	maintain a professional image to establish client rapport
H-18.04.04	provide necessary information such as waiting time, prices and availability of services
H-18.04.05	listen attentively to client comments and inquiries
H-18.04.06	collect information by questioning client to determine possible solutions or answers
H-18.04.07	explain salon policies to address concerns
H-18.04.08	resolve concerns and answer questions using techniques such as conflict resolution
H-18.04.09	follow up to ensure client satisfaction

Task 19 Markets products and services.

Required Knowledge

K 1	types of professional salon products
K 2	types of retail products
K 3	inventory procedures such as computerized and manual
K 4	product suppliers
K 5	salon pricing policies
K 6	types of display equipment such as shelves and racks
K 7	display techniques such as window dressings

K 8	types of marketing techniques such as advertising and word-of-mouth
K 9	advertising methods such as business cards, emails, coupons and telephone book
K 10	conflict resolution techniques

Sub-task

H-19.01 Maintains product inventory.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

H-19.01.01	count inventory physically or electronically to determine stock level
H-19.01.02	check stock levels to determine shortfall or surplus and make required adjustments
H-19.01.03	create product order according to salon policy to update stock levels
H-19.01.04	check stock against invoice to verify accuracy of shipment
H-19.01.05	rotate stock according to salon policy
H-19.01.06	track product sales according to salon policy to adjust inventory levels
H-19.01.07	track product use according to salon policy to maintain efficient inventory

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Sub-task

H-19.02 Prices products.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

H-19.02.01	calculate mark-ups and mark-downs according to salon policy
H-19.02.02	operate pricing equipment

Sub-task

H-19.03 Maintains product displays.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

H-19.03.01	clean and organize product displays to maintain shelves and racks
H-19.03.02	stock displays to maintain retail inventory

Sub-task

H-19.04 Promotes product sales.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

H-19.04.01	create focal point by using signage, samples and posters to attract clients
H-19.04.02	display products strategically to increase product visibility and sales
H-19.04.03	educate clients, using product knowledge, to explain benefit of professional products
H-19.04.04	recommend products to clients for home use

Sub-task

H-19.05 Promotes services.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	NV

Key Competencies

H-19.05.01	advertise services to increase clientele
H-19.05.02	up-sell additional services to client
H-19.05.03	encourage client referral using methods such as word-of-mouth, networking and business cards to increase clientele
H-19.05.04	provide a list of services to inform clients

H-19.05.05	follow up on marketing techniques by evaluating methods to adjust strategies
H-19.05.06	set goals to achieve greater success such as client retention, short-term goals, increased income and business, and professional development

APPENDICES

APPENDIX A TOOLS AND EQUIPMENT

Hairstyling Single-Use Tools and Accessories

adhesives
bobby pins
cotton
end papers
foil
gloves
hair elastics
hair pins
high-gauge thread
neck strip
plastic cap
protective cream
protective wrap
sanitizer and disinfectant

Cutting Tools

clipper
clips and clamps
combs
guards
neck duster
razors, disposable razors
shears
specialty shears (texturizing, thinning, notching)
spray bottle
trimmers

Styling Tools

blow dryer
brushes
clips and clamps
combs
curved needle
diffuser
hand mirror
hot rollers
measuring tape
picks
rollers
styling irons (flat, curling, waving, spiral, crimping)
wig block

Colouring Tools

applicator bottle
clips and clamps
colour brush
colour chart
colour swatch book
combs
foil board
foil dispenser
highlight hook
highlighting cap
measuring cups
non-metallic bowl
scale
styrofoam highlighting sheets
timer
whisk

Perm Tools

clips and clamps
combs
drip tray
neutralizing bib
perm picks (rod stabilizers)
perm rods
specialty perm tools
timer

Client Capes

chemical capes
cutting capes
robes
shampoo capes
smocks
styling capes
towels

Sanitizing and Safety Equipment

broom
buckets
chemical sanitizer/disinfectant
disinfecting jar
dustpan
eyewash station
fire extinguisher
first aid kit
laundry basket
mop
recycling containers
rubber gloves
safety glasses
sanitizing jar
sharps container
stylist apron
ultraviolet sanitizer
vacuum cleaner
waste can (covered)

Esthetic Single-Use Tools and Accessories

bed line paper
buffer
cosmetic applicators
cotton
cuticle remover
cuticle stick
depilatory applicator
ear piercing antiseptic
emery board
epilating tools
eye pad
gloves
nail-cleaner
needle
protective cream
spatula
sponges
stir stick
thread
wax strips

Esthetic Tools

buffer
client smocks
cuticle nippers
disinfecting jar
ear piercing tool
eyebrow brush
eyebrow tweezers
facial water bowl
hair removal tools
makeup brushes
manicure bath
manicure pillow
manicure scissors
manicure table and stool
nail brush
non-metallic bowl
nostril shears
oil heater
sanitizing jar
scissors
towels
ultraviolet equipment
ultraviolet sanitizer
washable hairbands
wax heater

Major Equipment

booster seat
clothes dryer
cutting stools
heat lamp
hood dryer
hydraulic styling chair
process accelerating machine
roller ball (negative ion machine)
shampoo basin
shampoo chair
styling station
trolley
washing machine

Office Equipment

appointment book
calculator
cash register
client record card
computer and software
credit/debit machine
display equipment
fax machine
hairstylist reference material
pen/pencil
policy manual
printer
reception chairs
reception desk
release forms
stapler
stationery
stereo system
telephone/answering machine

APPENDIX B GLOSSARY

alopecia	hair loss baldness
antiseptic	chemical product used to prevent the growth of bacteria
braiding	weaving, interlacing and twining of hair
chemical sanitizer/ disinfectant	bath to sanitize/disinfect tools and equipment
colour remover	chemical product used to remove artificial colour from the hair
conditioning	task of applying a chemical product to hair in order to restore its strength and condition
disinfectant	chemical product used to destroy or kill bacteria and a broad spectrum of viruses
disinfecting	destroying or killing bacteria and a broad spectrum of viruses (but does not kill bacteria spores)
elasticity	ability of the hair to stretch and then to spring back to its original state
fingerwave	loose wave made by dampening and shaping the hair without heat, using only fingers and comb
hair additions	may include a temporary hair piece, tiara, veil, flower, barrette or pin; it is meant to enhance the hairstyle not to disguise hair loss
hair analysis	examination of the general conditions of the hair: type, texture, density, breakage, oiliness, dryness, elasticity, porosity, quantity, colour, and chemical and medical history
hair density	describes the number of hair strands in a given area; i.e. thin, medium and thick
hair texture	thickness of the individual hair strands; i.e. coarse, medium and fine
hair type	way to classify hair; i.e. straight, wavy, curly and super curly
lightening	process of diffusing natural pigment within the hair

patch test	test conducted to determine the sensitivity of the skin to certain chemicals; this process is also referred to as the allergy test, skin test or predisposition test
porosity	ability of the hair to absorb or reject moisture
sanitize	to remove dirt to aid in preventing the growth of microbes; sanitizing does not kill germs or spores
strand test	test performed to determine the degree of development or processing of a specific chemical service on a small section of hair
test curl	process used to determine the reaction of the hair to permanent wave solution in order to achieve a desired result
tone (noun)	warmth or coolness of a colour
tone (verb)	to alter the warmth or coolness of a colour
ultraviolet equipment	cabinet used for storage of sanitized implements

APPENDIX C

ACRONYMS

MSDS	Material Safety Data Sheet
PPE	personal protective equipment
OH&S	Occupational Health and Safety
UV	ultraviolet
WHMIS	Workplace Hazardous Materials Information System

APPENDIX D BLOCK AND TASK WEIGHTING

BLOCK A OCCUPATIONAL SKILLS

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	National Average
%	8	8	8	5	10	8	10	8	10	4	7	NV	NV	8%

Task 1 Uses and maintains tools and equipment.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	33	32	20	35	20	20	33	25	35	35	35	NV	NV	30%

Task 2 Cleans, sanitizes and disinfects.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	34	43	40	35	20	40	33	35	30	40	38	NV	NV	35%

Task 3 Prepares for client services.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	33	25	40	30	60	40	34	40	35	25	27	NV	NV	35%

BLOCK B HAIR AND SCALP CARE

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	National Average
%	8	8	8	5	10	11	10	8	5	7	10	NV	NV	8%

Task 4 Analyzes hair and scalp.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	50	55	50	50	40	70	50	60	60	60	45	NV	NV	54%

Task 5 Shampoos and conditions hair and scalp.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	50	45	50	50	60	30	50	40	40	40	55	NV	NV	46%

BLOCK C CUTTING HAIR

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	National Average
%	20	22	18	25	25	15	20	19	20	30	23	NV	NV	21%

Task 6 Cuts hair using cutting tools.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	50	65	75	60	90	80	60	70	80	80	75	NV	NV	71%

Task 7 Cuts facial and nape hair.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	50	35	25	40	10	20	40	30	20	20	25	NV	NV	29%

BLOCK D STYLING HAIR

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	National Average
%	10	12	15	5	10	15	20	16	10	20	15	NV	NV	13%

Task 8 Prepares and styles wet hair.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	50	50	50	60	70	40	50	55	50	50	50	NV	NV	52%

Task 9 Styles and finishes dry hair.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	50	50	50	40	30	60	50	45	50	50	50	NV	NV	48%

BLOCK E CHEMICALLY WAVING AND RELAXING HAIR

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	National Average
%	22	18	18	25	10	16	15	15	20	10	15	NV	NV	17%

Task 10 Chemically waves hair.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	50	50	50	75	77	50	50	70	65	60	60	NV	NV	60%

Task 11 Chemically relaxes hair.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	50	50	50	25	23	50	50	30	35	40	40	NV	NV	40%

BLOCK F COLOURING HAIR

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	National Average
%	22	22	18	25	25	23	20	28	20	23	23	NV	NV	23%

Task 12 Colours hair.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	34	33	30	35	55	45	33	50	60	40	50	NV	NV	42%

Task 13 Bleaches hair.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	33	33	35	35	30	35	33	30	20	25	27	NV	NV	31%

Task 14 Performs colour correction.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	33	34	35	30	15	20	34	20	20	35	23	NV	NV	27%

BLOCK G SPECIALIZED SERVICES

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	National Average
%	5	5	5	5	5	6	0	3	5	2	2	NV	NV	4%

Task 15 Performs related operations for wigs and hairpieces.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	30	45	40	50	35	40	0	0	55	20	0	NV	NV	37%

Task 16 Performs services for hair extensions.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	30	55	35	50	65	60	0	100	45	80	0	NV	NV	63%

Task 17 Performs basic additional services. **(NOT COMMON CORE)**

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	40	0	25	0	0	0	0	0	0	0	100	NV	NV	NCC

BLOCK H SALES AND MARKETING

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	National Average
%	5	5	10	5	5	6	5	3	10	4	5	NV	NV	6%

Task 18 Performs client and salon responsibilities.

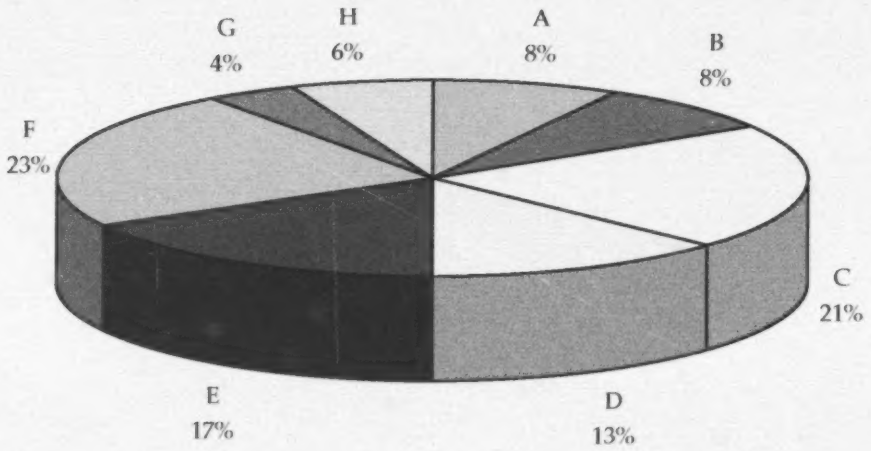
	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	60	45	50	50	50	60	50	40	75	50	60	NV	NV	54%

Task 19 Markets products and services.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	40	55	50	50	50	40	50	60	25	50	40	NV	NV	46%

APPENDIX E

PIE CHART*



TITLES OF BLOCKS

BLOCK A	Occupational Skills	BLOCK E	Chemically Waving and Relaxing Hair
BLOCK B	Hair and Scalp Care	BLOCK F	Colouring Hair
BLOCK C	Cutting Hair	BLOCK G	Specialized Services
BLOCK D	Styling Hair	BLOCK H	Sales and Marketing

*Average percentage of the total number of questions on an interprovincial examination, assigned to assess each block of the analysis, as derived from the collective input from workers within the occupation from all areas of Canada. Interprovincial examinations typically have from 100 to 150 multiple-choice questions.

APPENDIX F

TASK PROFILE CHART — Hairstylist

BLOCKS	TASKS	SUB-TASKS				
A - OCCUPATIONAL SKILLS	1. Uses and maintains tools and equipment.	1.01 Maintains manual tools.	1.02 Maintains electric tools.	1.03 Maintains sanitizing and disinfecting equipment.	1.04 Uses major equipment.	1.05 Uses office equipment.
	2. Cleans, sanitizes and disinfects.	2.01 Disinfects tools and equipment.	2.02 Sanitizes towels, capes and smocks.	2.03 Maintains safe and hygienic work environment.		
	3. Prepares for client services.	3.01 Consults with client.	3.02 Plans client services.	3.03 Drapes client.	3.04 Uses documents.	
B - HAIR AND SCALP CARE	4. Analyzes hair and scalp.	4.01 Analyzes hair and scalp for non-chemical services.	4.02 Analyzes hair and scalp for chemical services.			
	5. Shampoos and conditions hair and scalp.	5.01 Brushes hair.	5.02 Controls flow and temperature of water.	5.03 Uses shampoo and conditioner.	5.04 Performs scalp treatment.	
C - CUTTING HAIR	6. Cuts hair using cutting tools.	6.01 Cuts hair with elevation.	6.02 Cuts hair without elevation.	6.03 Customizes haircuts.	6.04 Cuts hair using clippers.	
	7. Cuts facial and nape hair.	7.01 Trims facial and nape hair.	7.02 Removes facial and nape hair.			

BLOCKS	TASKS	SUB-TASKS				
D - STYLING HAIR	8. Prepares and styles wet hair.	8.01 Uses styling aids for wet hair.	8.02 Dries hair.	8.03 Places hair using freestyle techniques.	8.04 Sets wet hair into style pattern using setting tools.	8.05 Styles hair using finger waves and sculpting techniques.
	9. Styles and finishes dry hair.	9.01 Uses styling aids for dry hair.	9.02 Thermal-styles hair using tools and equipment.	9.03 Styles up-dos.	9.04 Creates hair style with hair additions.	9.05 Combs out hair.
E - CHEMICALLY WAVING AND RELAXING HAIR	10. Chemically waves hair.	10.01 Wraps hair.	10.02 Processes hair with waving and neutralizing solutions.	10.03 Removes solutions and excess moisture.	10.04 Removes tools.	
	11. Chemically relaxes hair.	11.01 Processes hair with relaxer.	11.02 Rinses relaxer product from hair.	11.03 Neutralizes hair.		
F - COLOURING HAIR	12. Colours hair.	12.01 Colours virgin hair.	12.02 Colours regrowth.	12.03 Colours hair using special effects.	12.04 Modifies existing colour.	12.05 Colours grey hair.
	13. Bleaches hair.	13.01 Bleaches virgin hair.	13.02 Bleaches regrowth.	13.03 Bleaches hair using special effects.	13.04 Tones pre-lightened hair.	
	14. Performs colour correction.	14.01 Determines process.	14.02 Removes unwanted colour.			

BLOCKS	TASKS	SUB-TASKS				
G - SPECIALIZED SERVICES	15. Performs related operations for wigs and hairpieces.	15.01 Selects wigs and hairpieces.	15.02 Fits wigs and hairpieces.	15.03 Styles wigs and hairpieces.		
	16. Performs services for hair extensions.	16.01 Selects extensions.	16.02 Adds extensions.	16.03 Maintains extensions.	16.04 Removes extensions.	
	17. Performs basic additional services. **(NOT COMMON CORE)**	17.01 Performs basic natural nail services. **(NOT COMMON CORE)**	17.02 Performs basic facial services. **(NOT COMMON CORE)**	17.03 Performs ear piercing. **(NOT COMMON CORE)**		
H - SALES AND MARKETING	18. Performs client and salon responsibilities.	18.01 Performs telephone duties.	18.02 Schedules appointments.	18.03 Completes financial transactions.	18.04 Interacts with clients.	
	19. Markets products and services.	19.01 Maintains product inventory.	19.02 Prices products.	19.03 Maintains product displays.	19.04 Promotes product sales.	19.05 Promotes services.